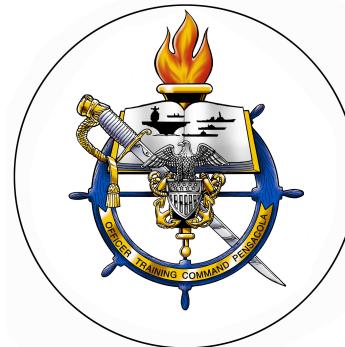


# *Officer Training Command - Pensacola*

## Service & Etiquette



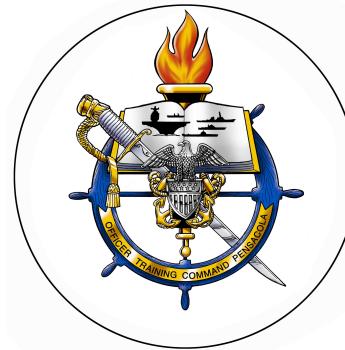
# Service & Etiquette



## *Introduction*

**This introduction to service etiquette will provide you with basic guidelines to get you through some social and service engagements and allow you to avert some potentially embarrassing “faux pas” resulting in return invitations to future engagements.**

# Service & Etiquette



## *Manners & Dress*

# Service & Etiquette



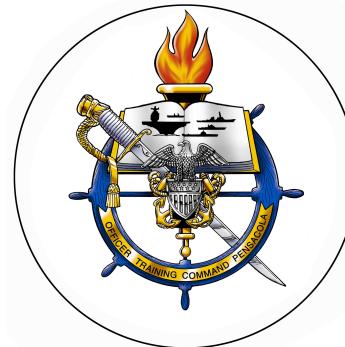
## *Good Manners*

**Good Grooming** - Remember, there is only one chance to make a good first impression.

Keep your appearance impeccable. In uniform comply with uniform regulations precisely and in civilian attire always maintain good taste.\_

**On Time** - Service personnel are trained to be on time. Promptness and responsibility go hand in hand. Habitual lack of punctuality is therefore considered irresponsible.

# Service & Etiquette



## *Good Manners*

**Time to Go** - There is no set time to depart a social engagement; however, you should not leave until the ranking guest departs. They generally depart 30 to 40 minutes after completion of the meal and about an hour after arriving if no meal or lunch is to be served. There may be a reason that you have to leave earlier than the guest of honor; however, you should explain it to the host/hostess upon arrival and depart via the ranking guest explaining your reason for leaving early.

# Service & Etiquette



## *Good Manners*

**Rank Terminology** - In the Navy and Coast Guard, junior officers are ensign to lieutenant commander, senior officers are commander and captain, and flag officers are rear admiral (upper and lower half) and above.

**Forms of Address** - Senior and Flag officers will be addressed by their rank rather than the impersonal "sir" or "ma'am" upon initial introduction. While on a ship, for example, address the commanding officer

# Service & Etiquette



## *Good Manners*

**Courtesies** - Juniors show courtesies to seniors, such as, rising when spoken to, responding by saying “Sir” or “Ma’am”, and writing or saying “thank you” for a gift or favor. Courtesies to our non-military seniors are important, also. Age is an acceptable way to determine seniority, as well as professional standing in society. Seniors are expected to respond to juniors’ courtesies appropriately recognizing the “Good morning, Captain” or other greetings. Acknowledge greetings with

# Service & Etiquette



## *Good Manners*

**Hats - When covered, Military members are not required to tip their hats when approaching a senior or woman when passing out of doors. Instead, you give a salute. When indoors, the cover is removed except in large buildings or malls; however, when entering an office or small store remove your cover. You will never uncover when under arms.**

# Service & Etiquette



## *Good Manners*

**Your Hands and the Handshake** - Most people shake hands when being introduced or taking their leave, with the senior making the first move. When your hand is gloved, remove the glove before shaking hands if time permits; however, never keep the person waiting for the handshake by fumbling around to remove the glove.

# Service & Etiquette



## *Good Manners*

**Walking Outdoors** - The place of honor is to the right. The senior of two military members should be to the right and the accompanying members stay in step with the senior. Women take the place of honor, although not in vogue anymore, but still considered good manners. They shall also walk on the right, unless there is a curb, and then the man or younger women walks curbside.

**Military Courtesy in Transportation** - The

# Service & Etiquette



## *Good Manners*

**Smoking** - Never smoke in other than authorized areas. Do not assume because the host or hostess smokes that it is acceptable for you to smoke in their home. Get permission and find out where, if at all, you may smoke.

# Service & Etiquette



## *Good Manners*

**Social Obligations** - Attempt to reciprocate someone's hospitality, it does not have to be dollar for dollar. Always reply to R.S.V.P. (French: *répondez s'il vous plait*). Thank you, on the way out the door for a social occasion is acceptable; however, a pleasant or special occasion should be acknowledged by telephone or thank you card. All social invitations are answered promptly, within a day or two. Thank you notes are written within 48 hours.

# Service & Etiquette



## *Good Manners*

**Apologies** - They are required when you've caused harm, broken something, cannot grant a request, bumped into or passed in front of someone, or arrived late or did not show at all.

**Moral Obligations** - your word and your signature are your bond. Adopt the Navy's Core Values as your own and live up to them.

# Service & Etiquette

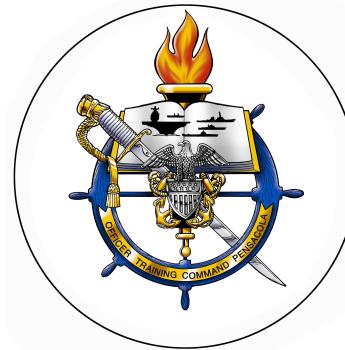


## *Service & Civilian Dress*

**Uniform Regulations for the Navy shall dictate appropriate and prescribable attire for social occasions; however, military spouses attending their husband's or wife's official functions should be familiar with equivalent civilian attire for those situations where military uniform is not recommended.**

**Two such occasions would be an enlisted spouse attending an officers' function or an officer spouse attending an enlisted function.**

# Service & Etiquette



*Social Side of Life*

# Service & Etiquette



## *Formal & Informal Events*

- Distinguished by attire, dances and other events generally follow the same basic rules of etiquette.
- Formals will require you to go through a receiving line

# Service & Etiquette



## *Receptions & Cocktail Parties*

- Receptions come in many varieties some of which are 'Hail and Farewell,' wedding, retirement, and Change of Command to name a few. Attire will be prescribe by the senior officer, probably the Commanding Officer, present and will be appropriate for the location and time of day.

# Service & Etiquette



## *Receptions & Cocktail Parties*

- Cocktails parties differ from receptions in that there is never a receiving line and cocktails containing alcohol are readily available. It is not mandatory for you to partake of any cocktail offered by the host or hostess just simply say, “No, thank you,” and no explanation is required.

# Service & Etiquette



## *Official Calls, Visits, & Personal Calls*

- **Official calls are a long time custom where a newly assigned officer calls on his or her commanding officer, which lasts about ten minutes; however, this custom has become less common and usually replaced by the more common “hail and farewell”.**
- **Other visits and personal calls are usually accompanied by spouse and at another location (i.e. commanding officer’s home, officer’s club, or other such establishments**

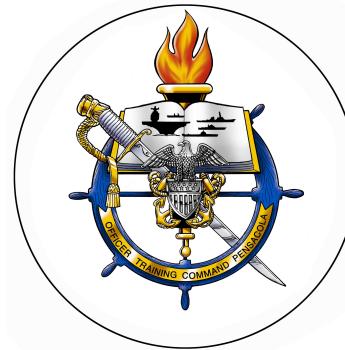
# Service & Etiquette



## *Official Calls, Visits, & Personal Calls*

- Social calls are no longer done in many commands; however, in the event that the station you are assigned still adheres to this custom, you will leave cards and a maximum of three. Your protocol officer will be able to advise you as to the appropriate procedure. This also applies to visits abroad

# Service & Etiquette



*Easy Conversation*

# Service & Etiquette

## *Introductions & Farewells*



- When making introduction, state all names clearly and correctly

# Service & Etiquette



## ***Rules to Remember***

- **A man is always presented to a woman (except when the man is senior).**
- **Junior is presented to senior (i.e. "Captain Jones, may I present Ensign Bailey?").**
- **Younger is presented to older.**
- **A single person is presented to the group.**
- **Everyone is presented to members of the clergy (i.e. Lieutenant William Smith is command chaplain at the Naval Academy. Chaplain Smith, may I present LCDR Jones).**

# Service & Etiquette



## *Service & Civilian Forms of Address*

- In written correspondence, both official and social, full rank and ratings precede the name and are written out, both military and Civilian.
- In conversation and after the initial introduction, all generals are generals, admirals are admirals, lieutenants are lieutenants, petty officers are petty officers, etc.

# Service & Etiquette



## *The Art of Conversation*

- You must have something to say.
- To most of the people in the general public you do have something to say because they perceive you as a person of position.

# Service & Etiquette



## *The Art of Conversation*

- Proper grammar is essential.
- Errors of a gross nature, poor grammar, rude or vulgar talk, and the persistent use of improper and uncouth phraseology, are representative of careless personal habits and are easily recognized by personnel junior to the speaker, including the juniors who speak poorly themselves.

# Service & Etiquette



## *Receptions & Cocktail Parties*

- Remember, if you have nothing good to say it is best left unspoken; however, when pressed by a senior for your opinion, give an honest one whether dissenting or not.

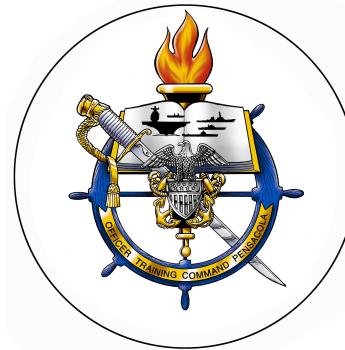
# Service & Etiquette



## *Good Manners Before an Audience*

- Whether the audience is one or many there are a few things to remember:
- Your appearance is one of the most important aspects. If your attire is in disarray, your presentation will be perceived as potentially flawed before the first word is uttered.
- Avoid distracting mannerisms, such as “Uh”, “um”, flailing hands and arms, etc...

# Service & Etiquette



**General Correspondence,  
Invitations, & Replies**

# Service & Etiquette



## *Business Correspondence*

- **Use of the Naval Correspondence Manual provides the best references for business correspondence.**  
**SECNAVINST 5216.5**
- **Personal correspondence within the framework of the Navy is delineated in the Correspondence Manual**

# Service & Etiquette



## *Social & Personal Correspondence*

- Personal letters from individuals making requests within the navy were previously addressed.
- Personal letters outside of the military or from individual to individual are slightly different.
- You may wish to have personalized notepaper; however, it is not required. The content needs to have certain characteristics; date, salutation, body, complimentary close, and signature.

# Service & Etiquette



## *Informal Invitations & Replies*

- These may be issued in person, over the phone, by hand written note, or on a personal card enclosed in a matching envelope.
- General rule is responses are given in the same manner as the invitation unless otherwise stipulated in the invitation, such as, an invitation card is received and says to R.S.V.P. by calling a given telephone number.

# Service & Etiquette



## ***Formal Invitations & Replies***

- These may be fully engraved, partially engraved, thermo-graphed, telephoned, or handwritten.
- Responses to formal invitations shall be handwritten third party on the first page of folded notepaper or the enclosed reply card.

# Service & Etiquette



## *Formal Invitations & Replies*

**Always reply to an invitation, even if the reply is a regret. This will allow the host or hostess to invite another party and prevent them from feeling like a fill-in.**

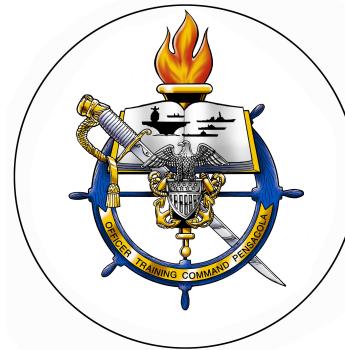
# Service & Etiquette



## *Dining-In and Dining-Out*

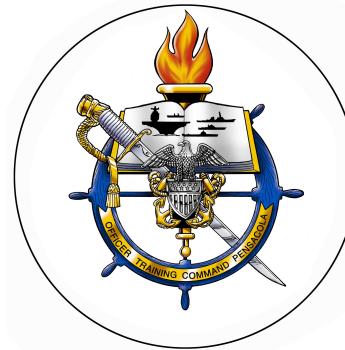
- A Dining-In is a formal dinner given by members of a unit or organization. This occasion is for members and their guests only.
- A Dining-Out is a formal dinner as described above except that spouses are invited as well.

# Service & Etiquette



## *Your Table Manners*

# Service & Etiquette



## *Formal Dining Setting*

# ENTRY SETUP

- 1- BUTTER KNIFE AND PLATE
- 2- SALT & PEPPER
- 3- WINE GLASS
- 4- WATER GOBLET
- 5- DRINK GLASS
- 6- SHERRY GLASS
- 7- NAPKIN
- 8- FISH FORK
- 9- DINNER FORK



- 10- SALAD FORK
- 11- PLACE PLATE (CHARG
- 12- SALAD KNIFE
- 13- DINNER KNIFE
- 14- FISH SPOON
- 15- COFFEE/TEA SPOON
- 16- SOUP SPOON
- 17- COCKTAIL FORK
- 18- COFFEE CUP AND SAUC

# END OF FIRST COURSE SHRIMP COCKTAIL



# SECOND COURSE SOUP SETTING



# THIRD COURSE FISH PLATE



# FOURTH COURSE MAIN COURSE



# MAIN COURSE COMPLETE AMERICAN STYLE

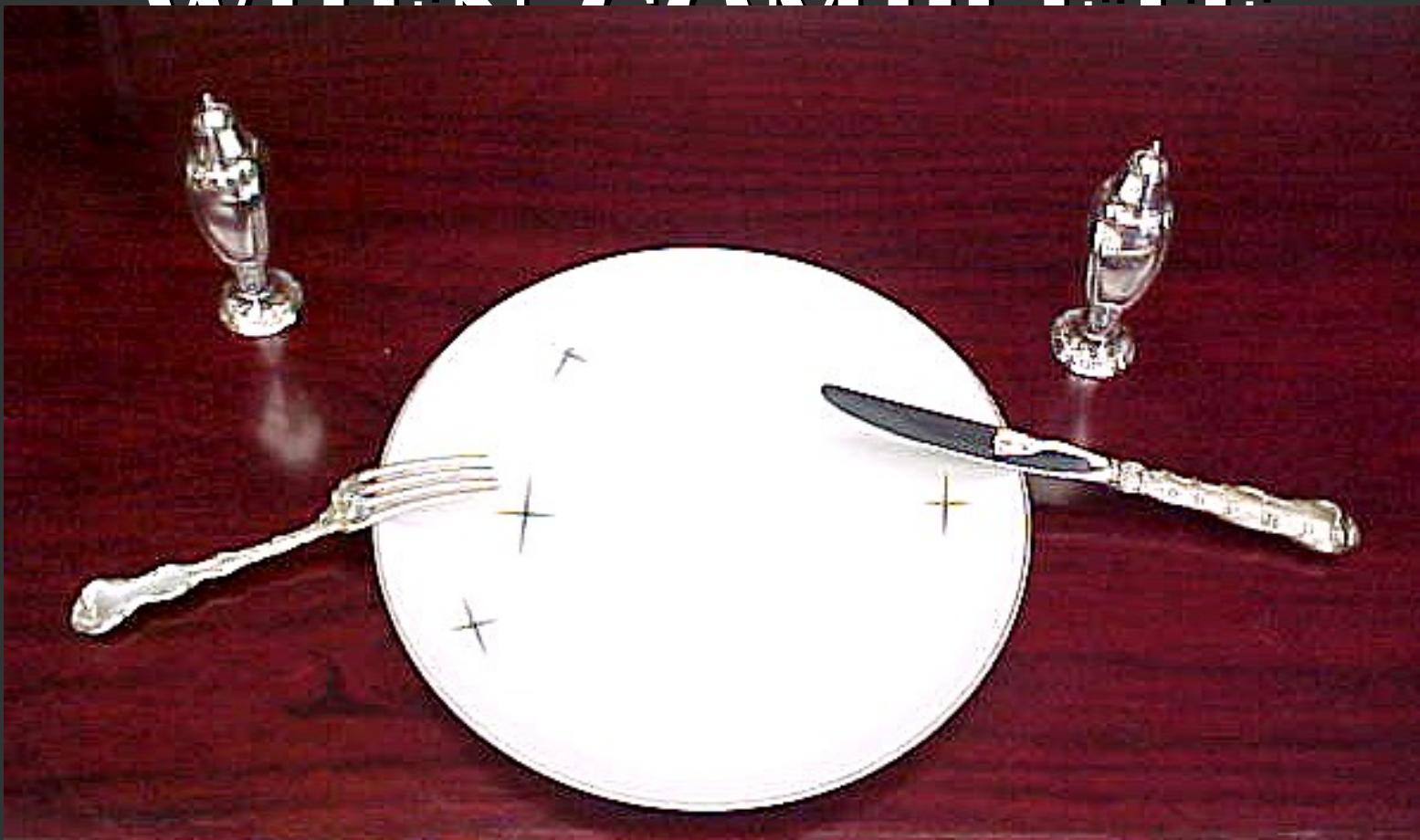


# MAIN COURSE COMPLETE



# INCORRECT PLACEMENTS

WITNESS COMPLIETE



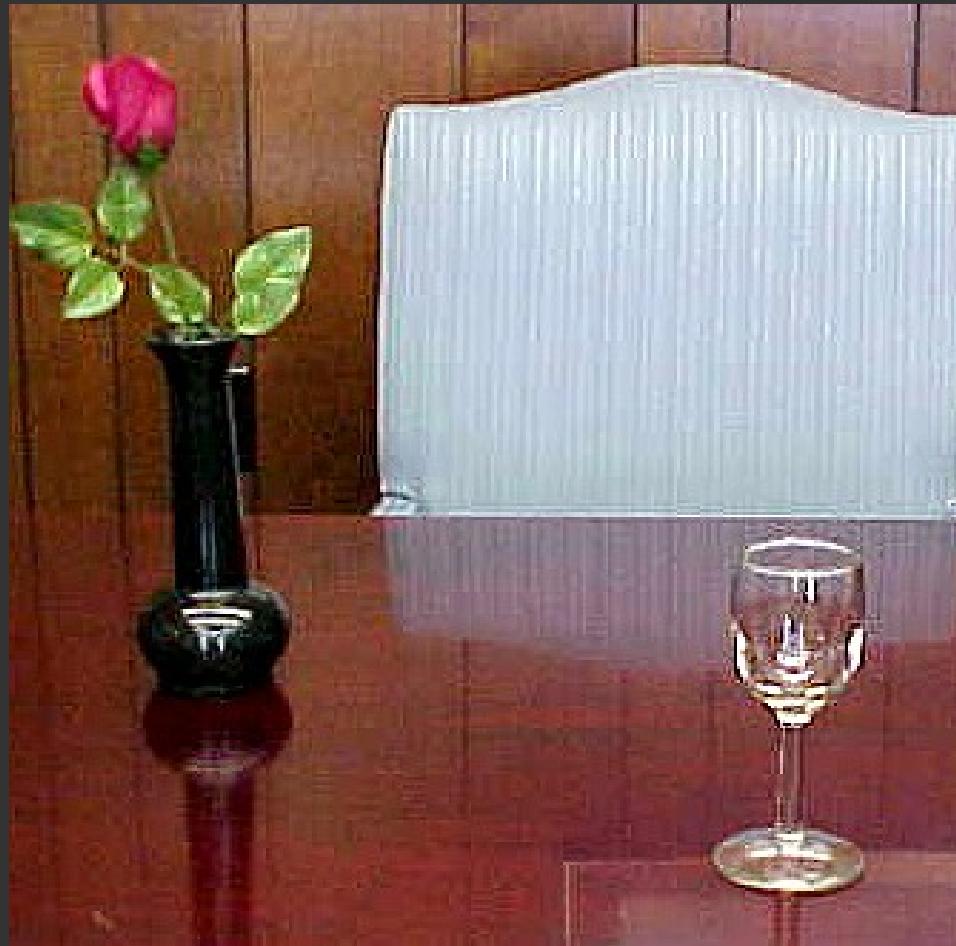
# FIFTH COURSE SALAD COURSE



# SIXTH COURSE DESERT



# THE TOAST



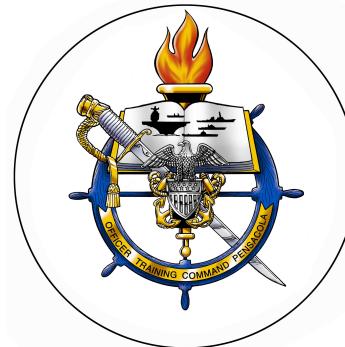
# Service & Etiquette



## *Good Table Manners*

- The ranking member at the table will determine how to eat certain foods. This could be mom, dad, a grandparent, or a higher ranking officer. If the ranking member eats chicken or corn on the cob with a knife and fork, so shall you.

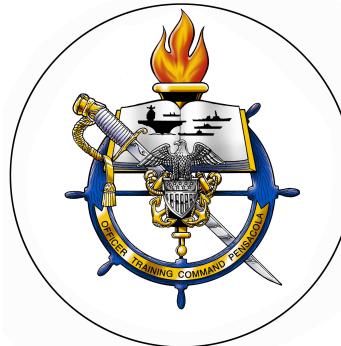
# Service & Etiquette



## *Good Table Manners*

- **Do use the utensils from outside in.**
- **Do not talk with your mouth full**
- **Do not slurp your food**
- **Do not smack your lips**
- **When using your fingers to eat do not lick your fingers - use your napkin**

# Service & Etiquette



## *Dining in Public Places*

- In addition to the rules above, other rules apply when dining in public places
- The person who made the arrangements or initiated the invitation is the host or hostess and the bill or other dining issues shall be handled through them.
- Don't bring a cell phone or beeper to the table unless it is required by your duty status and if it does ring, excuse yourself then take the call.
- Well-mannered children are rarely noticed; however, the contrary can be a travesty.

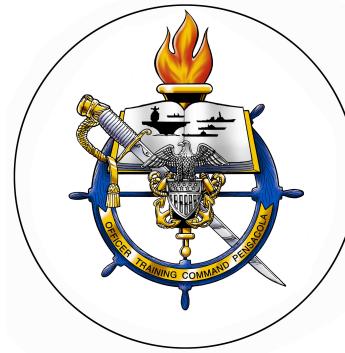
# Service & Etiquette



## *Dining in Public Places*

- **Don't bring children without the expressed permission of the Host or Hostess. Due to certain events that are accomplished in different settings the host or hostess may have to change entertainment or add seating to accommodate children.**

# Service & Etiquette



## Protocol

# Service & Etiquette



## *Seating Plans & Precedence*

- Be careful to ensure that ranking guests are appropriately positioned. The ranking woman may not be the wife of a dignitary or the ranking man may only be the husband of the ranking woman.
- Never separate single couples, but it is acceptable and preferred to separate married couples to aid in open conversation.
- Never place a woman at the end of a table or receiving line.

# Service & Etiquette



## *Order of Precedence*

- When planning for a Distinguished Visitor (DV) order of precedence shall be established with regard to their entourage and other visiting guests.
- The reference is OPNAVINST 1710.7

# Service & Etiquette



## *Toasts*

- It is disrespectful not to participate in a toast. Teetotalers need only go through the motion.
- They are given on various occasions.
- If you are the one being toasted you do not drink to yourself.
- Toast are no longer than a minute and pertinent to the individual.
- NO speeches

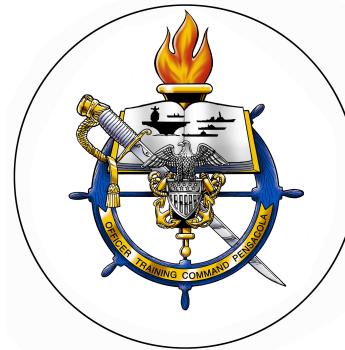
# Service & Etiquette



## *Toasts*

- **Meet with your protocol officer or foreign embassy officials for information regarding protocol and customs in their respective countries.**

# Service & Etiquette



**Service Peculiar**

# Service & Etiquette



## *Salutes*

- The hand salute is required on naval and military installations both on and off duty.
- The distance at which a salute is required is that distance which recognition is easy, usually not more than thirty feet, but at about six to twelve paces.
- Officers in a group assume the rank of the senior member in that group and salute or return the salute accordingly.

# Service & Etiquette



## *Salutes*

- **Enlisted members in a group having a senior officer will salute simultaneously with the approaching junior officer.**
- **Saluting while uncovered is required to return an uncovered salute.**
- **Salutes exchanged by personnel in civilian attire is acceptable and the courteous thing to do.**

# Service & Etiquette



## *Salutes*

- If you are in uniform and you recognize a senior officer in civilian attire, you are required to render appropriate military honors and salute that senior officer.

# Service & Etiquette



## *Flag Etiquette*

- The flag is flown from sunrise to sunset and may only be flown at night if illuminated by lighting.
- When dismounted units carry the flag it is known as colors.
- When the flag is flown from ships and boats it is known as an ensign.
- When carried by tank, truck, car, or on horseback it is known as a standard.

# Service & Etiquette



## *References*

- **OPNAVINST 1710.7A Social usage and Protocol Handbook**
- **OPNAVINST 3120.32C Naval Regulations**
- **NAVPER 15665I Uniform Regulations**
- **SECNAVINST 5216.5D Naval Correspondence Manual**
- **OTC-P Service Etiquette SG**

# Service & Etiquette



## *Other Sources*

1. **Swartz, Aretha D. Service Etiquette.**  
Annapolis, Maryland, 1988.
2. **McCaffree, Mary Jane Protocol.**  
Durban House Publishing